

Serial No.: 10/632,615

H&O File No.: NUASI-00101

By: TBH  
COB

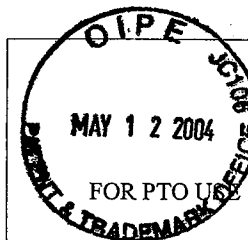
In the Matter of The Application of: Carl Schoeneberger et al.

Date Mailed: 5-7-04

Due Date: 6/25/04

The following has been received in the U.S. Patent and Trademark Office on the date stamped hereon:

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| <input type="checkbox"/> Utility Patent Application _____ Pages          | <input type="checkbox"/> Form PTO-85B (Issue Fee Trans.) & dup.    | <input checked="" type="checkbox"/> Certificate of Mailing   |
| <input type="checkbox"/> Prov. Patent Application _____ Pages            | <input type="checkbox"/> Form PTO-1050 (Cert. of Correction)       | <input type="checkbox"/> Certificate of Express Mailing  |
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| <input type="checkbox"/> Assignment                                      | <input type="checkbox"/> Notice of Appeal                          | <input checked="" type="checkbox"/> Deposit Account Authorization Form                               |
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| <input type="checkbox"/> Formal <input type="checkbox"/> Informal        | <input type="checkbox"/> Request for Non-Publication               |  |
| <input checked="" type="checkbox"/> Information Disclosure Statement     | <input type="checkbox"/> Rescission of Request for Non-Publication |  |
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| References Contained Thereon   | <input type="checkbox"/> _____                                     |  |
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	Group Art Unit: 2661
Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>TRANSMITTAL LETTER</u></b>
Filed: July 31, 2003	)	162 N. Wolfe Road
For: <b>CONTACT CENTER</b>	)	Sunnyvale, CA 94086
<b>ARCHITECTURE</b>	)	(408) 530-9700
	)	Customer No.: 28960

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

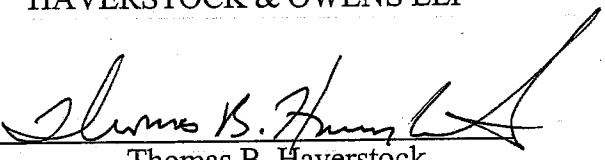
Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 5-7-04

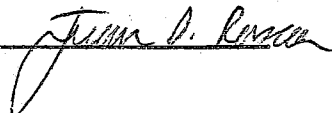
By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

**CERTIFICATE OF MAILING (37 CFR § 1.8(a))**

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

Date: 5-7-04 By: 

PATENT  
Attorney Docket No.: NUASI-00101

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Carl Schoeneberger et al.

Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER  
ARCHITECTURE**

Group Art Unit: 2661

Examiner:

## TRANSMITTAL LETTER

162 N. Wolfe Road  
Sunnyvale, CA 94086  
(408) 530-9700

Customer No.: 28960

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 5/7/09

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

### Attorneys for Applicants

**CERTIFICATE OF MAILING (37 CFR§ 1.8(a))**

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HAVERSTOCK & OWENS LLP.

Date: 5-7-04 By: John D. Rasmussen

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	Art Unit: 2661
Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>CERTIFICATION FOR</u></b>
Filed: July 31, 2003	)	<b><u>SUPPLEMENTAL INFORMATION</u></b>
For: <b>CONTACT CENTER</b>	)	<b><u>DISCLOSURE STATEMENT UNDER 37</u></b>
<b>ARCHITECTURE</b>	)	<b><u>CFR § 1.97(e)</u></b>
	)	162 North Wolfe Road
	)	Sunnyvale, CA 94086
	)	(408) 530-9700

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

**Certification**

I hereby certify that the attached five (5) references contained in this supplemental information disclosure statement were cited within an International Search Report (ISR) mailed on March 25, 2004. **Accordingly, the references contained in the supplemental information disclosure statement were cited in a communication from a foreign patent office in a counterpart application not more than three months prior to the filing of the statement. 37 C.F.R. 1.97(e)(1).**

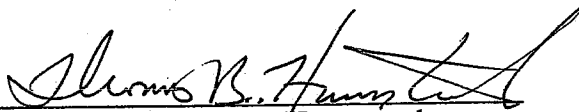
Attorney Docket No.: PATENT  
NUASI-00101

### Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 5-7-04

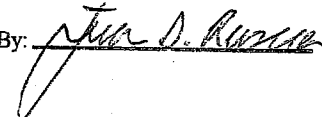
By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

### CERTIFICATE OF MAILING (37 CFR § 1.8(a))

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HAVERSTOCK & OWENS LLP.

Date: 5-7-04 By: 

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Carl Schoeneberger et al.

Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER  
ARCHITECTURE**

) Group Art Unit: 2661

) Examiner:

) **SUPPLEMENTAL INFORMATION**  
) **DISCLOSURE STATEMENT**

) 162 N. Wolfe Road  
) Sunnyvale, CA 94086  
) (408) 530-9700

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 5,613,068;
- U.S. Patent No. 6,201,804 B1;
- U.S. Patent No. 6,212,565 B1;
- U.S. Patent No. 6,377,568 B1; and
- U.S. Patent No. 6,434,143 B1.

PATENT  
Attorney Docket No.: NUASI-00101

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 5-7-04

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

**CERTIFICATE OF MAILING (37 CFR § 1.8(a))**

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HAVERSTOCK & OWENS LLP

Date: 5-7-04 By: John D. Rouse

FORM PTO-1449  
(Modified)U.S. Department of Commerce  
Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

**INFORMATION DISCLOSURE STATEMENT BY APPLICANT**  
(Use Several Sheets If Necessary)

Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: 07/31/03

Group Art Unit: 2661

**U.S. PATENT DOCUMENTS**

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	5,613,068	03/18/97	Gregg et al.	395	200.13	06/17/94
	AB	6,201,804 B1	03/13/01	Kikinis	370	352	03/09/98
	AC	6,212,565 B1	04/03/01	Gupta	709	229	08/26/98
	AD	6,377,568 B1	04/23/02	Kelly	370	352	11/19/97
	AE	6,434,143 B1	08/13/02	Donovan	370	356	11/08/99
	AF						
	AG						
	AH						
	AI						
	AJ						

**FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS**

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK							
	AL							
	AM							
	AN							
	AO							

**OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)**

	AP	
	AQ	
	AR	
	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner:

Date Considered:

EXAMINER:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.